Ontario

Results-based Plan Briefing Book 2014-15

Ministry of Citizenship and Immigration

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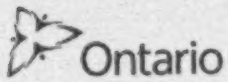

Ontario

Ontario

TABLE OF CONTENTS

PART I: PUBLISHED RESULTS-BASED PLAN 2014-15

MINISTRY OVERVIEW 2
MANDATE 2
MINISTRY CONTRIBUTION TO PRIORITIES AND RESULTS 2
MINISTRY PROGRAMS AND ACTIVITIES 8
TABLE 1: MINISTRY PLANNED EXPENDITURES 2014-15 ($M) 13
HIGHLIGHTS OF 2013-14 ACHIEVEMENTS 14
MINISTRY ORGANIZATION CHART 15
AGENCIES, BOARDS AND COMMISSIONS (ABCS) 16
DETAILED FINANCIAL INFORMATION 18
TABLE 2: COMBINED OPERATING AND CAPITAL SUMMARY BY VOTE 18
APPENDIX: ANNUAL REPORT 2013-14 19
2013-14 ACHIEVEMENTS 19
TABLE 3: MINISTRY INTERIM ACTUAL EXPENDITURES 2013-14 32

Ontario

PART I: PUBLISHED RESULTS-BASED PLAN 2014-15

MINISTRY OVERVIEW

MANDATE

The Ministry of Citizenship and Immigration (MCI), which serves three ministers (Minister of Citizenship and Immigration, the Minister Responsible for Women's Issues, and the Minister Responsible for Seniors Affairs), has lead responsibility for immigration and newcomer settlement, the voluntary and not-for-profit sector, provincial honours and awards, women's issues, and seniors' affairs.

The Ministry's vision is: "A diverse and inclusive society where all people contribute to a strong economy, caring society and enhanced quality of life."

To achieve this vision, the Ministry works in partnership with other provincial ministries, other levels of government and the public, private and not-for-profit sectors to develop and implement policies and programs that:

- Maximize the benefits of immigration for newcomers and Ontario by enabling and supporting their successful economic and social integration;
- Promote and recognize greater social inclusion, civic and community engagement, and volunteerism;
- Build a society free of violence against women and increase women's economic security;
- Improve the quality of life for Ontario's seniors by helping them live safely, independently and with dignity in their communities; and
- Provide accessible, inclusive and respectful service to Ontario's diverse communities.

MINISTRY CONTRIBUTION TO PRIORITIES AND RESULTS

The Ministry is undertaking a number of activities in order to move forward government priorities and enhance service delivery.

Immigration:

Priority – Maximize the Economic and Social Benefits of Immigration

Through the implementation of the Ontario Immigration Strategy, the Ministry is supporting Ontario's economic growth and prosperity by: attracting highly skilled

workers and their families, supporting diverse communities, and growing a globally-connected economy. The Strategy, released in 2012, set a new direction for how we select, welcome and help immigrants to our province. The Ontario Immigration Strategy provides a framework to engage with partners and develop more coordinated services to better serve the changing needs of Ontario's immigrants.

The key activities to support this priority include:

Attracting a Highly Skilled Workforce and Building a Stronger Economy

- Reintroducing the *Ontario Immigration Act*, which would, if passed, put the necessary tools in place to help Ontario welcome the skilled immigrants it needs to meet future labour needs; improve compliance and enforcement measures; and increase transparency and information sharing to improve immigrant selection.

- Attracting and retaining highly-skilled international students by providing them with information about services and programs to facilitate their transition to permanent residency.

- Selecting immigrants to support economic growth through Ontario's Provincial Nominee Program (PNP), which nominates international students and foreign workers for permanent residency. The program also supports Ontario employers and investors.

- Collaborating with federal, provincial, and territorial partners to develop and implement the new Express Entry system, a way to select economic immigrants to the country. With the planned introduction of the Express Entry model in January 2015, there is an opportunity to establish a strong role for the Ontario government and employers, to effectively and efficiently fill labour and skills shortages.

- Collaborating with partners as the Provincial/Territorial co-chair of the Forum of Ministers Responsible for Immigration.

- Responding to employer needs by continuing to host the Minister's Employers Table, to gather first-hand information that will help Ontario support employer immigration needs and explore ways to improve labour market outcomes for immigrants.

Helping Newcomers and their Families Achieve Success

- Connecting newcomers and employers through the Municipal Immigration Information Online Program (MIIO) and leading the ongoing enhancement of OntarioImmigration.ca, the Ontario Government's immigration portal. The portal

links newcomers, prospective immigrants and employers to information and resources, and offers municipalities the opportunity to showcase their communities and provide relevant local information.

- Supporting community-based delivery of settlement services for newcomers by providing information, referrals, orientation and facilitating social and economic integration through the Newcomer Settlement Program (NSP).

- Exploring new initiatives and opportunities to partner with the Federal government to increase francophone immigration to Ontario and achieve a 5% target for francophone immigration to Ontario. This also includes improving access to settlement services for vulnerable and francophone immigrants.

- Improving access through the Language Interpreter Services program (LIS) to community-based services, including social, healthcare and legal services for victims of sexual violence, domestic violence and those exploited by human trafficking who do not speak English or French, as well as victims who are deaf or hard of hearing.

- Continuing to improve and enhance Ontario's Adult Non-Credit English as a Second Language (ESL)/French as a Second Language (FSL) Training Program to ensure that the program is more learner-focused and results-based, aligns with provincial objectives for adult education programs, and is better coordinated with the federal language training program. This includes the provision of a single point of language assessment and referral for adult immigrants.

Leveraging the Global Connections of our Diverse Communities

- Continuing initiatives to ensure that immigrants have the opportunity to enter the Ontario labour market as quickly as possible by:
    - Working with the Ontario Fairness Commissioner (OFC) through the *Fair Access to Regulated Professions and Compulsory Trades Act* (FARPACTA), to ensure fair and transparent licensing and certification processes for internationally trained individuals, and through Global Experience Ontario (GEO), to assist internationally trained individuals in navigating licensure, registration and certification processes to practise in regulated professions;
    - Supporting the Ontario Bridge Training Program to help high skilled internationally trained individuals get licensed and find employment in their field of expertise at a level that is commensurate with their skills and experience; and
    - Leading Ontario's participation in the Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications and reviewing the

foreign qualification recognition process in Ontario to identify best practices and gaps.

Citizenship:

Priority – Supporting jobs and economic growth through partnering with the not-for-profit sector and promoting greater social inclusion, civic and community engagement, and recognition.

The following activities support this priority:

- Developing Ontario's Volunteer Strategy to enhance capacity of the volunteer sector and maximize opportunities and minimize barriers to individual volunteering. This includes working with stakeholders and other ministries to develop and deliver initiatives that help support jobs and economic growth through active volunteer participation and effective not-for-profit (NFP) organizations.

- Making public the completed research on the not-for-profit sector in Ontario to improve our understanding of its size, scope, and socio-economic contribution.

- Launching an online channel for the not-for-profit sector that will provide easy access to details on government funding, as well as legal and regulatory information.

- Delivering provincial recognition programs (e.g., Volunteer Service Awards, the June Callwood Outstanding Achievement Award for Volunteerism, the Ontario Medal for Good Citizenship, the Ontario Medal for Young Volunteers) in partnership with the Lieutenant Governor's Office, other ministries, municipalities and schools. The Ontario Honours and Awards Secretariat runs programs that recognize the contributions Ontarians make to their communities and to the province.

- Supporting and encouraging volunteerism for the 2015 Pan Am and Parapan Am Games and beyond by working with partners to implement Ontario Volunteer Legacy Initiatives, including a certificate program to acknowledge the training and experience gained by volunteers and help them to stand out in the job market; creating Ontario's first ever Volunteer Gateway to support volunteer recruitment province-wide.

- Leading the coordination of the Province's plans to mark the 150th anniversary of Canada's Constitution Act which established the Confederation of Canada.

Ontario

Women's Issues – Ontario Women's Directorate:

The Ontario Women's Directorate (OWD) provides advice and support to the Minister Responsible for Women's Issues and government ministries on issues affecting women's equality.

Priority – Promoting women's economic security.

OWD works with government ministries and women's organizations to develop innovative policies and programs that advance women's equality through promoting women's economic security. This includes initiatives to promote and recognize women's leadership. It also includes investments in:

- Employment training and supports to help women who have experienced domestic violence, or are at risk of domestic violence, build their economic independence and security.
- Pre-apprenticeship training for low-income women to enter higher paying jobs in skilled trades and information technology sectors.
- Employment supports delivered by women's centres across the province.
- Microlending programs to support self-employment of low-income women.

Priority – Ending violence against women.

The Ontario Women's Directorate works in partnership with government ministries and community organizations to implement a wide range of public education and training initiatives throughout Ontario to prevent violence against women and to provide better supports for women when it does occur. This includes addressing the individual needs of diverse populations.

To achieve this priority, OWD:

- Invests in a wide range of public education and training initiatives aimed at prevention of all forms of violence against women and girls.
- Coordinates across ministries the implementation of *Changing Attitudes, Changing Lives: Ontario's Sexual Violence Action Plan,* which was launched in March 2011. The Action Plan focuses on public education, improving and expanding services for survivors, and strengthening the criminal justice response.

- Works across ministries and with partners in the community, education, health care and justice sectors, on the development and implementation of initiatives that support the government's *Domestic Violence Action Plan* and respond to the recommendations of the *Domestic Violence Advisory Council*.

- Co-leads a Joint Working Group on Violence Against Aboriginal Women, which has been convened to identify priorities and opportunities for policies, programs and services that prevent violence against Aboriginal women.

- Leads a Joint Working Group on Violence Against Francophone Women to identify priorities and opportunities for Violence Against Women programs and service delivery that impact the francophone community.

Seniors' Affairs - Ontario Seniors' Secretariat

The Ontario Seniors' Secretariat (OSS) develops policies and delivers programs to meet the needs of seniors to help them lead active, healthy and dignified lives and undertakes public education efforts for and about Ontario seniors.

Priority – Delivering on government commitments.

OSS is delivering on government commitments by leading the implementation and coordination of initiatives under Ontario's Action Plan for Seniors, a framework that focuses on addressing the needs of vulnerable seniors, while supporting active, healthy aging for the broader senior population.

Key initiatives under the plan include:

- Promoting age-friendly communities.

- Developing better, more accessible "one-stop" information for seniors.

- Promoting safety and security to seniors through the renewal of Ontario's Elder Abuse Strategy, implementing the *Retirement Homes Act*, and providing oversight of the Retirement Homes Regulatory Authority (RHRA).

- Ongoing implementation of the Finding Your Way Wandering Prevention Program.

- Engaging and providing information to seniors and seniors' organizations to increase awareness of healthy aging and available programs and services.

- Providing oversight/delivery of the Seniors Community Grant Program.

Priority – Advancing policies and programs to deliver government's promise that Ontario is the best place to age.

OSS is advancing policies and programs by:

- Championing Ontario's issues on the intergovernmental stage.
- Liaising with seniors groups to provide forum for exchange of information.
- Developing and disseminating critical and timely information to diverse seniors communities (e.g., falls prevention seminars and providing a Guide to Programs and Services for Seniors in Ontario).

Priority – Acting as an enterprise resource to integrate seniors' policy issues.

OSS is acting as an enterprise resource by:

- Providing horizontal policy and program support within government.
- Helping develop and enhance a "one-stop" information source to simplify access for seniors to government programs and services, including the Seniors' Guide.

MINISTRY PROGRAMS AND ACTIVITIES

The Ministry's Results-based Plan for 2014-15 directly supports key government priorities of a "**Highly Skilled Workforce,**" "**Vibrant and Strong Communities**" and "**A Fair Society**" by improving the economic and social outcomes of women, seniors and newcomers, increasing the competitiveness of employers, strengthening the capacity of the not-for-profit sector and strengthening Ontario's economy and innovation agenda.

The tables below illustrate the Ministry's key strategies and expected results for this fiscal year (2014-15).

"Highly Skilled Workforce"
MCI's Key Strategies for 2014-15
The Ministry's key strategies to support a "Highly Skilled Workforce" in 2014-15 include: • Implementing initiatives as part of Ontario's Immigration Strategy, which aim to: o Attract a skilled workforce and grow a stronger economy by: ▪ Reintroducing the *Ontario Immigration Act*, which would, if passed, help put in place the tools and authority to welcome more skilled immigrants to Ontario so we can meet future labour market needs.

"Highly Skilled Workforce"

- Delivering and expanding Ontario's Provincial Nominee Program (PNP) to help Ontario compete globally, while also continuing to support Ontario employers and investors.
- Working with partner ministries in the development of policies and programs that support newcomers' economic and social integration.
- Co-chairing with the federal government both federal-provincial-territorial (FPT) working groups (policy and operations) assigned with the development of the federal government's "Express Entry" system, and developing the operational processes necessary for Ontario's Provincial Nominee Program (PNP) to select through Express Entry starting on January 1, 2015.
- Continuing to work toward the target of 5% francophone immigration to Ontario set out in the Immigration Strategy.
- Continuing to work toward a target of 70% economic immigrants to Ontario.
- Utilizing the Minister's Employers' Table to gather information that will help Ontario better support employer immigration needs and explore ways to improve labour market outcomes for immigrants.

- Leverage the global connections of our diverse communities by:
  - Connecting immigrants and employers through the community-based Municipal Immigration Information Online Program (MIIO), and providing municipalities the opportunity to showcase their communities as a destination and provide relevant local information through online portals and tools.
  - Supporting Ontario Bridge Training programs for internationally-trained individuals to get licensed and find employment that uses their skills and experience.
  - Continuing, through Global Experience Ontario (GEO), to develop tools to assist pre and post-arrival internationally trained individuals so that they have accurate information about working in the trades and non-health regulated professions.
  - Conducting an external review of the gaps and opportunities in Foreign Qualification Recognition for regulated and non-regulated professions in Ontario in partnership with relevant ministries.

- Implementing skilled trades training, employment training, and microlending programs to promote women's economic security, including access to better paying jobs.

Ontario

"Highly Skilled Workforce"
Expected Results
• Increased competitiveness of Ontario businesses and strengthened the province's economy through the successful attraction and retention of skilled workers and international graduates in Ontario. • Employers educated on the benefits of attracting, recruiting and retaining highly skilled immigrants. • Skilled newcomers getting their licence, certificate, and/or employment as a result of Ontario Bridge Training Programs. • Internationally trained individuals in Ontario will have improved access to relevant and current information on how to navigate regulatory systems and be enabled to practice in their profession or trade. • Increased employment and self-employment opportunities for low-income women and women who are victims of or at risk of domestic violence. • Increased employment for lower income women in the skilled trades and access to higher paying jobs.

"Vibrant and Strong Communities"
MCI's Key Strategies for 2014-15

The Ministry's key strategies to support "Vibrant and Strong Communities" in 2014-15 include:
• Helping newcomers and their families achieve success by:
  ○ Supporting comprehensive, community-based settlement services for immigrants through the Newcomer Settlement Program.
  ○ Enhancing Adult Non-Credit Language Training (ESL/FSL) programs to help immigrants acquire the language skills they need to integrate socially and economically.
• Continuing to implement recommendations from the Partnership Project report for the government to be more responsive, supportive and accessible to not-for-profit (NFP) organizations.
• Partnering with the NFP sector through the Strategic Partnership Initiatives program by:
  ○ Developing Ontario's Volunteer Strategy to support individual volunteering in the Province.
  ○ Launching an online channel that will provide a directory to government funding programs as well as legal and regulatory information.

"Vibrant and Strong Communities"

- Releasing research that maps the size, scope, and socio-economic contribution of the not-for-profit sector.
- Supporting the Ontario Volunteer Legacy Initiatives of the 2015 Pan Am and Parapan Am Games to encourage volunteerism during the Games and beyond.
- Promoting greater awareness of the value of active citizenship and volunteering.

- Recognizing the contributions Ontarians make to their communities and to the Province.
- Supporting broader gender diversity on the boards and in senior management of major businesses, not-for-profit firms and other large organizations.
- Promoting safe, active and healthy aging by:
  - Coordinating and implementing initiatives under Ontario's Action Plan for Seniors.
  - Delivering and Overseeing the Seniors Community Grant Program.
  - Supporting Age Friendly Communities (AFC) by disseminating the AFC Planning Guide and developing the new AFC grant and recognition programs.
  - Developing and disseminating critical and timely information to diverse seniors communities (e.g., falls prevention seminars and providing a Guide to Programs and Services for Seniors in Ontario), and helping to develop and enhance one-stop information for seniors to simplify access to government programs and services.
  - Providing oversight/delivery of the Elderly Persons Centres (EPC) network.
  - Delivering Active Living Fairs across the province (during 2014-15, 56 information fairs will be delivered).

Expected Results

- Immigrants helped to connect with the services they need to help them settle in Ontario.
- Immigrants acquiring the language skills they need to integrate socially and economically.
- A strong, effective and responsive partnership between the government of Ontario and the not-for-profit sector.
- Reinvigorated volunteerism in the province.

"Vibrant and Strong Communities"

- Increased understanding of the size, scope, and contribution of the not-for-profit sector.
- Increased participation of women on boards and in senior management.
- Healthy active living promoted and supported for Ontario's seniors and age friendly communities promoted across the province.
- Increased community engagement, volunteerism, and learning opportunities for seniors across the province.
- Effectively disseminated critical and timely information to diverse seniors communities.

"Fair Society"

MCI's Key Strategies for 2014-15

The Ministry's key strategies to support a "Fair Society" in 2014-15 include:

- Ensuring that immigrants have the opportunity to fully utilize their skills within the Ontario labour market as quickly as possible by supporting the implementation of the Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications and *Fair Access to Regulated Professions and Compulsory Trades Act* (FARPACTA).
- In May 2013, KPMG LLP was retained to conduct an evaluation of Foreign Qualification Recognition (FQR) in Ontario with a focus on existing policies, processes and programs in order to facilitate an informed discussion about how effectively the existing system is serving immigrants and how it can be improved. The results of that review are expected by fall 2014 and will provide the baseline to develop a broader overarching Ontario FQR strategy that focuses more on pre-arrival services and assessments.
- Implementing a wide range of innovative initiatives that support the government's *Domestic Violence and Sexual Violence Action Plans* and the *Strategic Framework to End Violence Against Aboriginal Women*, including:
  - Providing training and resources to service providers in the health, education, justice and social services sectors to improve their skills in identifying and supporting women experiencing violence, including public education and services for diverse populations.
  - Implementing public education campaigns to change attitudes and mobilize communities to intervene early and stop violence before it happens.
- Supporting training programs that strengthen the leadership skills of Aboriginal women.

"Fair Society"

• Promoting seniors safety and security by:
  ○ Overseeing the *Retirement Homes Act, 2010*, including a 5 year statutory review, and the Retirement Homes Regulatory Authority.
  ○ Renewing Ontario's Strategy to Combat Elder Abuse.
  ○ Supporting and overseeing the Finding Your Way Wandering Prevention Program.
• Advancing policies and programs to deliver the government's commitment that Ontario is the best place to age by:
  ○ Championing Ontario's issues on the intergovernmental stage.
  ○ Acting as an enterprise resource to integrate seniors' policy issues by providing horizontal policy and program support within government and liaising with major seniors groups to provide a forum for exchange of information.

Expected Results
• Improved foreign qualifications assessment and recognition processes so that immigrants can work in their fields faster. • A broad spectrum of partners engaged in prevention of violence against women through the delivery and impact of public education campaigns, including those aimed at diverse communities. • Earlier identification of women at risk of violence and more efficient/effective supports for victims. • Increased participation of women in the social and economic life of Ontario through innovative initiatives to increase women's leadership opportunities. • Enhanced safety and security for vulnerable seniors. • Ministries across the Ontario government effectively supported in identifying and addressing seniors' policy issues that contribute to the development of policy and program initiatives that help improve the quality of life of Ontario seniors.

TABLE 1: MINISTRY PLANNED EXPENDITURES 2014-15 ($M)

Operating	**120.7**
Capital	**0.0**
TOTAL	**120.7**

Ontario

HIGHLIGHTS OF 2013-14 ACHIEVEMENTS

MCI continued to deliver results that support the government's key priorities. Highlights of these results include:

- Developing and introducing legislation, the *Ontario Immigration Act*;
- Supporting and expanding bridge training programs for internationally trained individuals and newcomer settlement programs;
- Implementing the new Microlending for Women in Ontario program to help hundreds of low-income women build and grow their own businesses; and
- Coordinating and implementing government commitments related to Ontario's Action Plan for Seniors.

Further details of these and other achievements are included in Appendix 1, the Ministry's annual report.

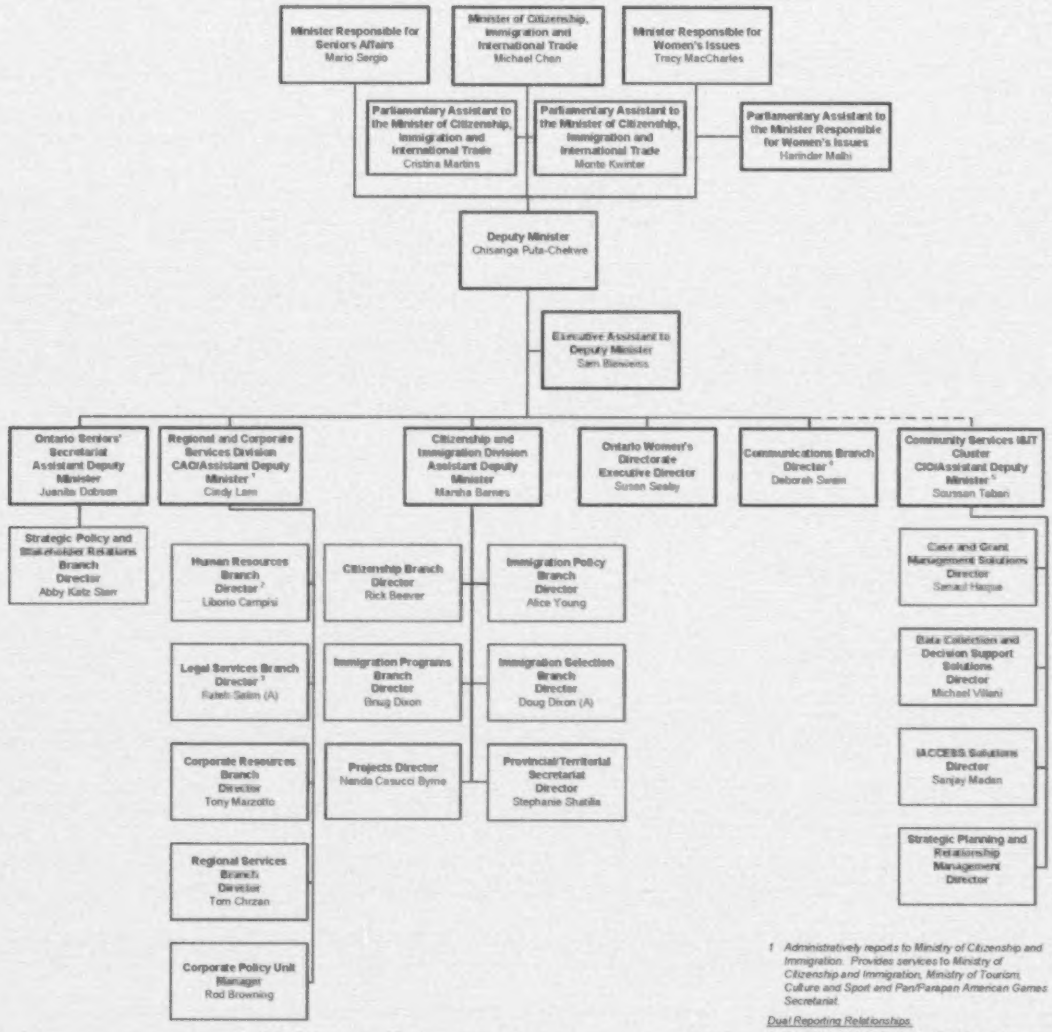
Ontario

MINISTRY ORGANIZATION CHART

Ministry of Citizenship and Immigration

June 2014

Ministerial Agencies
Office of the Fairness Commissioner
Order of Ontario Advisory Council
Province of Ontario Medal – Fire Fighters Bravery Advisory Council
Province of Ontario – Good Citizenship Advisory Council
Province of Ontario – Police Bravery Advisory Council
Province of Ontario Medal – Young Volunteers Advisory Council



1 *Administratively reports to Ministry of Citizenship and Immigration. Provides services to Ministry of Citizenship and Immigration, Ministry of Tourism, Culture and Sport and Pan/Parapan American Games Secretariat.*

Dual Reporting Relationships

2 *Reports to CAO/ADM, Regional and Corporate Services Division, Ministry of Citizenship and Immigration and ADM, HR Service Delivery, HROntario, Ministry of Government Services*

3 *Reports to CAO/ADM, Regional and Corporate Services Division, Ministry of Citizenship and Immigration and Assistant Deputy Attorney General, Ministry of the Attorney General*

4 *Reports to DM, Ministry of Citizenship and Immigration and Associate Secretary of Cabinet and DM, Corporate Communications*

5 *Reports to Corporate Chief Information Technology Officer*

(A) Denotes "Acting"

Ontario

AGENCIES, BOARDS AND COMMISSIONS (ABCS)

Ministry of Citizenship and Immigration

The Ministry of Citizenship and Immigration's agencies, boards and commissions are the:

Advisory Council to the Order of Ontario:

The Order of Ontario is the province's highest official honour. An independent Advisory Council recommends individuals to receive this honour in recognition of their excellence and achievement in Ontario and around the world.

Office of the Fairness Commissioner (OFC):

The OFC is responsible for assessing the registration practices of regulated professions. Its purpose is to make sure these practices are transparent, objective, impartial and fair for anyone applying to practice his or her profession, particularly for internationally trained individuals.

Ontario Medal for Young Volunteers Advisory Council:

An independent Advisory Council recommends youth, between the ages of 15 and 24, to receive the Ontario Medal for Young Volunteers in recognition of their outstanding volunteer achievements.

Province of Ontario Medal for Firefighters Bravery Advisory Council:

An independent Advisory Council recommends firefighters to receive the Ontario Medal for Firefighter Bravery in recognition of their acts of outstanding courage and bravery while on or off duty.

Province of Ontario Medal for Police Bravery Advisory Council:

An independent Advisory Council recommends police officers to receive the Ontario Medal for Police Bravery in recognition of their acts of outstanding courage and bravery while on or off duty.

Province of Ontario Medal for Good Citizenship Advisory Council:

An independent Advisory Council recommends individuals to receive the Ontario Medal of Good Citizenship in recognition of their outstanding long-term efforts and outstanding contributions to the well-being of their communities.

Ontario

Summary of ABCs' Financial Data:

Name	2014-15 Expenditure Estimates	2014-15 Revenue Estimates	2013-14 Expenditure Interim Actuals	2013-14 Revenue Interim Actuals	2012-13 Expenditure Actuals	2012-13 Revenue Actuals
Office of the Fairness Commissioner	1,795,000	-	1,689,900	-	1,466,900	-
Order of Ontario Advisory Council	N/A	-	N/A	-	N/A	-
Province of Ontario Medal - Fire Fighters Bravery Advisory Council	N/A	-	N/A	-	N/A	-
Province of Ontario - Good Citizenship Advisory Council	N/A	-	N/A	-	N/A	-
Province of Ontario - Police Bravery Advisory Council	N/A	-	N/A	-	N/A	-
Province of Ontario Medal - Young Volunteers Advisory Council	N/A	-	N/A	-	N/A	-

Ontario

DETAILED FINANCIAL INFORMATION

MINISTRY OF CITIZENSHIP AND IMMIGRATION

TABLE 2: COMBINED OPERATING AND CAPITAL SUMMARY BY VOTE

Votes/Programs	Estimates 2014-15 $	Change from Estimates 2013-14 $	%	Estimates 2013-14 ** $	Interim Actuals 2013-14 ** $	Actuals 2012-13 ** $
OPERATING EXPENSE						
Ministry Administration Program*	17,940,300	(155,400)	(0.9)	18,095,700	18,719,935	18,892,123
Citizenship and Immigration Program	120,697,500	2,912,700	2.5	117,784,800	120,582,016	139,431,593
Ontario Women's Directorate	18,356,200	-	-	18,356,200	18,021,224	17,696,284
Ontario Seniors' Secretariat	17,694,500	1,200,000	7.3	16,494,500	16,448,859	18,634,139
Regional Services Program	6,579,300	(15,300)	(0.2)	6,594,600	6,363,927	6,234,491
Less: Special Warrants	29,161,000	29,161,000		-	-	-
Total Operating Expense to be Voted	**152,106,800**	**(25,219,000)**	**(14.2)**	**177,325,800**	**180,135,961**	**200,888,630**
Special Warrants	29,161,000	29,161,000		-	-	-
Statutory Appropriations	128,028	-	-	128,028	128,028	51,537
Ministry Total Operating Expense	**181,395,828**	**3,942,000**	**2.2**	**177,453,828**	**180,263,989**	**200,940,167**
Consolidation & Other Adjustments - School Boards	(58,043,500)	(543,500)		(57,500,000)	(58,077,000)	(63,733,267)
Consolidation & Other Adjustments - Colleges	(2,654,900)	(2,654,900)		-	(5,516,800)	(7,556,460)
Total Including Consolidation & Other Adjustments	**120,697,428**	**743,600**	**0.6**	**119,953,828**	**116,670,189**	**129,650,440**
CAPITAL EXPENSE						
Ministry Administration Program	1,000	-	-	1,000	-	-
Regional Services Program	1,000	-	-	1,000	-	-
Total Capital Expense to be Voted	**2,000**	**-**	**-**	**2,000**	**-**	**-**
Statutory Appropriations	2,000	-	-	2,000	-	-
Ministry Total Capital Expense	**4,000**	**-**	**-**	**4,000**	**-**	**-**
CAPITAL ASSETS						
Ministry Administration Program	1,000	-	-	1,000	-	-
Regional Services Program	1,000	-	-	1,000	-	-
Total Capital Assets to be Voted	**2,000**	**-**	**-**	**2,000**	**-**	**-**
Ministry Total Capital Assets	**2,000**	**-**	**-**	**2,000**	**-**	**-**
Consolidation and Other Adjustments (not including Assets)	**120,701,428**	**743,600**	**0.6**	**119,957,828**	**116,670,189**	**129,650,440**

* Includes support to the Ministry of Tourism, Culture and Sport

** Estimates for the previous fiscal year are re-stated to reflect any changes in ministry organization and/or program structure. Interim actuals reflect the numbers presented in the 2014 Ontario Budget.

Ontario

APPENDIX: ANNUAL REPORT 2013-14

2013-14 ACHIEVEMENTS

The tables below illustrate the Ministry's key strategies and results for the 2013-14 fiscal year.

"Highly Skilled Workforce"	
Key Strategies	**Results Achieved**

Implementing initiatives as part of Ontario's Immigration Strategy, which aims to:
• Attract a skilled workforce and grow a stronger economy;
• Help newcomers and their families achieve success; and
• Leverage the global connections of our diverse communities.
	Attract a skilled workforce and grow a stronger economy
	Since launching the strategy in fall 2012, MCI has:
	• Actively pursued an expanded role in immigrant selection by:
	  ○ Collaborating with the federal government on the new Express Entry selection system;
	  ○ Advocating for growth in Ontario's Provincial Nominee Program, increasing nominees from 1,300 to 2,500; and
	  ○ Working with employers through an annual Minister's Employers Table to find ways to better respond to their needs through immigrant selection.
	• Introduced the *Ontario Immigration Act*, which would, if passed, put in place the tools and authority needed by immigration officials to better manage Ontario's selection program.
	• Participated in international student events in Toronto and London and created an international student section on our website.
	• Presented the first ever *Ontario Awards for Leadership in Immigrant Employment* to recognize businesses for their leadership in hiring skilled immigrants to fill labour market shortages, and immigrant entrepreneurs who create jobs.

"Highly Skilled Workforce"	
Key Strategies	**Results Achieved**
	Helping Newcomers and their Families Achieve Success • Partnered with 19 municipalities to develop a francophone municipal immigration website to help Ontario communities provide information and promote themselves to francophone immigrants. • Jointly funded (MCI and Citizenship & Immigration of Canada) Orientation to Ontario, a pilot program designed to improve access to information and services to newcomers. • Expanded English as a Second Language (ESL) to francophones and increased funding for the Newcomer Settlement Program by $2 million (over two-years), the Ontario Bridge Training Programs by $15 million (over three years), and the Municipal Immigration Information Online program by $1.4 million (over two years). *Leveraging the Global Connections of our Diverse Communities* • Worked with KPMG LLP to review gaps and opportunities in foreign qualification recognition of internationally trained professionals.

"Highly Skilled Workforce"	
Key Strategies	**Results Achieved**
Delivering Ontario's Provincial Nominee Program (PNP) to help address the human resource needs of Ontario employers/investors and enhance the ability to attract international students.	• In 2013, Ontario met its 1,300 nominations cap early. • MCI had requested an increase to 5,000 nominations in 2014, but was capped at 2,500. • MCI could see growth to 5,500 in 2015 with the federal introduction of the Express Entry selection system. • In 2013, a third party evaluation of PNP was completed.
Working with partner ministries in the development of policies and programs that support newcomers' economic and social integration.	• On January 1, 2014, the Ontario government launched the Ontario Temporary Health Program (OTHP), a new temporary program to ensure refugee claimants have access to essential and urgent health care. • MCI contributed to the Ministry of Training, Colleges and Universities (TCU) led a process for the development of a system for employment and training services integration to promote employment and training services coordination and referral pathways.
Supporting Ontario Bridge Training programs for internationally trained individuals to get licensed and find employment that uses their skills and experience.	• MCI's bridge training projects have targeted more than 100 occupations in order to help close to 50,000 highly skilled immigrants. Since 2003, Ontario has invested more than $240 million in MCI's Bridge Training Program. • Ontario negotiated a Contribution Agreement with the Government of Canada that will invest an additional $16.64 million in federal funding over three years (2013-14 to 2015-16) in the Ontario Bridge Training Program. The 2013 Ontario Budget also committed an additional $15 million investment over three years (2013-14 to 2015-16). • Engaged over 1,000 employers and more

"Highly Skilled Workforce"	
Key Strategies	**Results Achieved**
	than 43 regulatory bodies to ensure these programs align to Ontario's labour market needs and to improve access to regulated professions.
Through a Strategic Partnership with the Ministry of Training, College and Universities (TCU) and the Ontario College of Trades, Global Experience Program (GEO) will continue to develop tools to assist pre and post-arrival internationally trained individuals so that they have accurate information about working in the trades and non-health regulated professions.	• GEO, a one-step access centre that provides information and referral services to internationally trained individuals on how to qualify for professional practice in Ontario, has helped more than 12,000 clients since 2006. • Updated and maintained resources such as career maps and fact sheets.
Enhancing Adult Non-Credit Language Training ESL/FSL programs to help newcomers acquire the language skills they need to integrate socially and economically.	• Ontario expanded its English as a Second Language (ESL) program to immigrants whose first language is French, increasing opportunities for new learners to access tuition-free language training. • MCI introduced a Language Training Certificate to confirm proficiency levels of learners enrolled in the Adult Non-Credit Language Training Program, which is accepted by the federal government as proof of language proficiency for Canadian citizenship purposes.

"Highly Skilled Workforce"	
Key Strategies	**Results Achieved**
Ensuring that immigrants have the opportunity to fully utilize their skills within the Ontario labour market as quickly as possible by supporting the implementation of the: • Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications; and • The *Fair Access to Regulated Professions and Compulsory Trades Act*.	• As part of Ontario's Immigration Strategy, MCI is conducting a review of the foreign qualification recognition process in Ontario to identify best practices and gaps. The final report is expected in Fall 2014. • The *Ontario Immigration Act*, if passed, would amend the *Regulated Health Professions Act* (RHPA) so that registration requirements in health regulated professions are aligned with those in the *Fair Access to Regulated Professions and Compulsory Trades Act* (FARPACTA). • Ontario continues to participate on ongoing pan-Canadian efforts to improve foreign qualification recognition, including co-chairing a working group and conducting research into topics such as alternative careers and pre-arrival supports. • The responsibilities of the Office of the Fairness Commissioner (OFC) now includes assessment of registration practices of the newly established Ontario College of Trades.
Launching the Minister's Employers' Table in Spring 2013, to better support employer immigration needs and explore ways to improve labour market outcomes for Ontario's immigrants.	• The first Minister's Employers Table (MET) was held in June 2013, and included 59 CEOs, company presidents, HR professionals and leaders from ethnic chambers of commerce. It was followed in the summer and fall by six regional METs held around the province, where over 150 employers and business leaders were consulted. • These discussions focused on Ontario's desire to work with the federal government on developing the Express Entry model, and to help MCI understand immigration needs and challenges from an employer perspective.

"Highly Skilled Workforce"	
Key Strategies	**Results Achieved**
Implementing skilled trades training, employment training and other initiatives, including microlending programs, to promote women's economic independence and security.	• OWD invested in employment and other initiatives to support women's economic security. • 320 women participated in the Women in Skilled Trades and Information Technology Training program which gives low-income women the training they need to get better-paying jobs. • 565 low-income women have been provided business readiness supports and financial skills training through the Microlending for Women in Ontario program. • 170 abused/at-risk women received employment support though the Employment Training Program for Abused/At-Risk Women. • Women's Centres served over 5,300 women by providing Violence Against Women (VAW) counselling, employment readiness supports, and occupational and entrepreneurial skills training.

"Vibrant and Strong Communities"	
Key Strategies	**Results Achieved**
Leading the ongoing enhancement of Ontarioimmigration.ca to link newcomers, prospective immigrants and employers who need information and resources.	• Since its launch, more than 20 million pages have been viewed from over 6 million visitors. OntarioImmigration.ca has also responded to over 15,000 inquiries to the site. • Approximately 50% of visits to OntarioImmigration.ca came from outside Canada. • New Content sections for francophone immigrants and international students and expanded online tools have recently been launched or are in development.

"Vibrant and Strong Communities"	
Key Strategies	**Results Achieved**
Connecting newcomers and employers through the Municipal Immigration Online Program (MIIO), and providing municipalities the opportunity to showcase their communities and provide relevant local information.	• The MIIO program is an "open source" initiative, where projects and outcomes are shared with other partners to maximize value. • The 28 municipal immigration websites launched under the MIIO Program represent over 130 communities. • Geographically, these projects represent over 90% of the landings to Ontario. • Through MIIO, MCI provided funding for the development of a website to highlight francophone immigration and communities with French language services.
Supporting comprehensive, community-based settlement services for newcomers through the Newcomer Settlement Program.	• Through the Newcomer Settlement Program, the government provides support to agencies that help an estimated 80,000 newcomers annually to connect with the services they need to help them settle in our province. • Since 2003, the government has invested nearly $73 million in our Newcomer Settlement Program. • Funding was provided to expand settlement services, including services for vulnerable populations such as refugees, and immigrants in northern and remote communities.

"Vibrant and Strong Communities"	
Key Strategies	**Results Achieved**
Continuing to implement recommendations from the Partnership Project report for the government to be more responsive, supportive and accessible to not-for-profit (NFP) organizations.	• Through the Partnership Grant Program, MCI invested $7.3 million, over three years, to help 27 organizations find ways to strengthen the not-for-profit (NFP) sector's networks, build collaboration, and improve responsiveness to clients, communities, and stakeholders. • As part of the province's Pan Am Games volunteer legacy, MCI is working with stakeholders to create a certification program that recognizes skills acquired through a volunteer placement, as well as a first-stop gateway for volunteers looking for opportunities. • MCI is working with other ministries to find ways to reduce administrative burden and to ensure that other government initiatives consider the business needs of the NFP sector. • MCI is participating in the government's Open for Business strategy with the NFP sector and various ministries to find ways to simplify and standardize the transfer payment process to NFP agencies.
Partnering with the not-for-profit (NFP) sector through the Strategic Partnership Initiatives program by: • Releasing a Partnership Project Report update; • Launching an online channel that will provide a directory to government funding programs as well as legal and regulatory information; and • Promoting greater awareness of the value of active citizenship and volunteering.	• MCI convened with representatives from the NFP and corporate sectors through a Partnership Forum to share ideas and guide current and future government action. • MCI released Volume 1 of the State of the Sector Report on the NFP sector in Ontario to improve our understanding on its size, scope and contribution, and to support future policy and program development. • MCI is creating an online channel for NFPs that will provide easy access to details on government funding, as well as legal and regulatory information.

"Vibrant and Strong Communities"	
Key Strategies	**Results Achieved**
	• The government supported a number of initiatives to help encourage and promote volunteerism in Ontario. For example: o *ChangeTheWorld: Ontario Youth Volunteer Challenge* engages 14 to 18-year-olds each year in community volunteering events. In 2013, over 38,000 youth participated in 617 events across the province. o *DiverseCity: The Greater Toronto Leadership Project* is helping to change the face of volunteer leadership within the Greater Toronto Area to better reflect the diversity of the region, and to capitalize on skills, experiences, and commitment. • The Ministry is holding community roundtable discussions to develop Ontario's Volunteer Strategy to maintain a strong level of volunteerism in the province.
Recognizing the contributions Ontarians make to their communities and the Province.	• The government celebrates and honours volunteers through a number of recognition programs, including the Ontario Medal for Good Citizenship, the June Callwood Awards for Outstanding Achievement for Volunteerism, and the Ontario Medal for Young Volunteers. • On January 21, 2014, the Minister joined the Lieutenant-Governor in commemorating the Lincoln Alexander Day by celebrating recipients of the 2013 Lincoln Alexander Awards. • Ontario recognized more than 11,000 Ontarians for their volunteer contributions at Volunteer Service Awards ceremonies in at least 40 communities across the province.

"Vibrant and Strong Communities"	
Key Strategies	**Results Achieved**
Supporting broader gender diversity on the boards and in senior management of major businesses, not-for-profit firms and other large organizations.	• In June 2013, the Minister Responsible for Women's Issues and the Minister of Finance (MOF) asked the Ontario Securities Commission (OSC) to undertake a review and public consultation process that resulted in the development of proposed "comply or explain" amendments. • These amendments to the corporate governance disclosure rule would require companies listed on the Toronto Stock Exchange (TSX) to disclose policies and practices regarding the representation of women on boards and in executive officer positions, or explain why there is an absence of such policies and practices.
Implementing and coordinating government commitments related to Ontario's Action Plan for Seniors. • Promoting age-friendly communities (AFC) by developing and disseminating a community AFC Planning Guide, a recognition program to acknowledge age-friendly cities and towns, and a grant program offering one-time seed grants for local initiatives; • Increasing the number of Active Living Fairs around the province and working with the Ministry of Health and Long-Term Care to transfer oversight and delivery of Ontario's Elderly Persons Centres; and • Implementing and providing	• Since Ontario's Action Plan for Seniors was released, a number of initiatives have been put in place, including: o Released the Age Friendly Community Planning Guide; o Released the new edition of "A Guide to Programs and Services for Seniors in Ontario"; o Announced the Seniors Community Grant Program, the first program in Ontario dedicated to solely supporting seniors; and o Assumed responsibility for approximately 270 Elderly Persons Centres from the Ministry of Health and Long-Term Care. • OSS worked with other ministries to develop and implement Action Plan initiatives including: o Reintroduction of the *Family Caregiver Leave Act*; o Requiring mandatory automatic sprinkler systems in retirement homes and other

"Vibrant and Strong Communities"	
Key Strategies	**Results Achieved**
ongoing oversight of the Finding Your Way Wandering Prevention program.	facilities housing vulnerable Ontarians; and ○ Implementing Ontario's Senior Driver Licence Program for drivers 80 and above. • OSS also published an updated Guide to Programs and Services for Seniors in Ontario that is available in print and online in multiple languages. • Since 2006, Active Living Fairs have been delivered across the province to educate seniors on healthy aging, active lifestyles, and community resources available to them. During 2013-14, 56 information fairs have been delivered across the province. • The Finding Your Way (Wandering Prevention) Program, in partnership with the Alzheimer Society of Ontario, has been expanded province-wide. The program raises awareness of risks for people with dementia who may wander and go missing. Through the program, resources have been made available in multiple languages.

"Fair Society"	
Key Strategies	**Results Achieved**
Supporting training programs that strengthen the leadership skills of Aboriginal women.	• 1,400 Aboriginal women were trained and 16 program participants engaged in leadership roles in their communities.
Implementing a wide range of innovative initiatives that support the government's *Domestic Violence and Sexual Violence Action Plans* and the *Strategic Framework to End Violence*	• Over thirty resources are in development to support Sexual Violence training. Once complete, 6,000 professionals in the health, education, justice and social services sectors will be trained. • Public education campaigns included:

"Fair Society"	
Key Strategies	**Results Achieved**
Against Aboriginal Women, including: • Providing training and resources to service providers in the health, education, justice and social service sectors to improve their skills in identifying and supporting women experiencing violence; and • Implementing public education campaigns to change attitudes and mobilize communities to intervene early and stop violence before it happens.	○ Development of 36 products and over 300,000 copies distributed across Ontario through the *Draw-the-Line/Traçons-les-limites* campign, which challenges attitudes toward sexual violence. ○ Reached 1.6 million people though the *It starts with you. It stays with him/Ça commence avec toi – Ça reste avec lui.* Campaign to encourage men to educate boys about healthy relationships. ○ Reached over 200 participants through Kizhayy Anishnaabe Niin – I am a Kind Man initiative, which inspires Aboriginal men and boys to help stop all forms of abuse toward Aboriginal women and girls. ○ Over 4.8 million education materials distributed since the start of the *Neighbours, Friends and Families and Voisin-es, ami-es et familles* campaign. Over 50,000 visits were made to the initiative's website, which aims to raise awareness and change social attitudes about domestic violence. • Results for the training initiatives include: ○ 7,300 health care providers trained to improve their responses to women experiencing domestic violence; ○ 6,000 professionals in health, education, justice and social services sectors trained to improve their skills in supporting women who have experienced sexual violence; ○ 996 shelter workers received training to deliver consistent, quality services for women and their children; and ○ 1,630 justice and social service sector workers received training on threat assessment and risk management.

"Fair Society"	
Key Strategies	**Results Achieved**
	• Over 650 stakeholders participated in The Learning Network, which researches and disseminates evidence-based best practices in public education and training. Results to date indicate 96% of survey respondents felt better equipped to develop effective public education or training programs. • OWD continues to co-lead the Joint Working Group on Violence Against Aboriginal Women. The Working Group enables Aboriginal partners' organizations to bring their voices, advice, and insight to the efforts of ten provincial ministries engaged in preventing and responding to violence against Aboriginal women, including funding to improve community responses to sexual violence in four Ontario communities.
Championing Ontario's issues on the intergovernmental stage and liaising with major senior groups to provide a forum for exchange of information; and Providing horizontal policy and program support within government and helping to enhance a "one-stop" information source to simplify access for seniors.	• In July 2013, Phase 4 of the *Retirement Homes Act* came into force, which included requirements related to obligations for trust of residents' money, assessment of care for existing residents with Personal Assistive Services Devices, and other staff training. • Further protections for seniors came into force in January 2014, including requirements for mandatory insurance and a formal process for complaints handling by the Retirement Homes Regulatory Authority. • Ontario participates in annual meetings of Federal-Provincial-Territorial (FPT) Ministers Responsible for Seniors to discuss opportunities and challenges posed by an aging population, and to undertake collaborative work to enhance quality of life for seniors in Canada. • Ontario co-led with the federal government the development of a brochure which

"Fair Society"	
Key Strategies	**Results Achieved**
	provides information to seniors and the general public on Powers of Attorney and joint bank accounts. This resource was distributed across the country in December 2013 to assist older adults as they consider the management of their finances and property.

TABLE 3: MINISTRY INTERIM ACTUAL EXPENDITURES 2013-14

	Ministry Interim Actual Expenditures ($M) 2013-14 *
Operating	**116.7**
Capital	**0.0**
Staff Strength ** (as of March 31, 2014)	**306.95**

* Interim actuals reflect the numbers presented in the 2014 Ontario Budget.

** Ontario Public Service Full-Time Equivalent positions. Includes Ontario Senior' Secretariat and excludes seasonal, students and leaves of absence.